



Brian J. Stiger
Director

COUNTY OF LOS ANGELES DEPARTMENT OF CONSUMER AND BUSINESS AFFAIRS


Members of the Board

Hilda L. Solis
Mark Ridley-Thomas
Sheila Kuehl
Don Knabe
Michael D. Antonovich

"To Enrich Lives Through Effective and Caring Service"

October 22, 2015

To: Michael D. Antonovich, Mayor
Supervisor Hilda L. Solis
Supervisor Mark Ridley-Thomas
Supervisor Sheila Kuehl
Supervisor Don Knabe

From: Brian J. Stiger 
Director

BOARD REPORT – PROGRESS UPDATE ON THE TRANSITION OF THE OFFICE OF SMALL BUSINESS AND CONCIERGE SERVICE

At the meeting of the Los Angeles County Board of Supervisors (Board) on September 22, 2015, your Board directed the Department of Consumer and Business Affairs (DCBA) in conjunction with the Chief Executive Office (CEO) to report back on the status of the transition of the Office of Small Business (OSB) to DCBA and the progress of the Concierge program.

This report provides your Board with a status update on these DCBA programs as well as with information responsive to specific requests posed by your Board in the motion.

Overview

DCBA assists small business owners start and grow their businesses and we work to increase small business procurement opportunities with the County. DCBA does this by providing consultation, resources, and tools, including access to entrepreneurial education and networking events. Additionally, through the Procurement Technical Assistance Center (PTAC) grant, DCBA holds procurement workshops, matchmaking events, and provides counseling on government contracting.

The Small Business Concierge service assists prospective business owners successfully open their businesses in the unincorporated area of the County. The Concierge: 1) acts as a single point of contact providing input during the complex process of opening a business in Los Angeles County; and 2) provides counseling services to prospective small business owners.

Consumer Services

500 W. Temple Street, Room B-96 • Los Angeles, CA 90012-2706
Telephone (800) 593-8222 • (213) 974-1452
Fax (213) 687-1137 • Website: dcba.lacounty.gov

Small Business Services

1100 North Eastern Ave, Los Angeles, CA 90063
Telephone (323) 881-3964
Fax (323) 415-8521 • Website: osb.lacounty.gov

The status update that follows reports on the progress of the small business programs since they have been acquired by DCBA.

The Board's September 22, 2015 motion sought information pertaining to how the Concierge service collaborates with other County departments to effectively and efficiently serve the small business community. DCBA responds to each of the Board's specific requests in turn, below.

STATUS UPDATE

1. A listing of all County departments whose approval a resident would potentially need in order to establish or maintain a small business, including a description of each of these departments' role in the approval process, and the departmental contact person(s)/liaison responsible for the approval process.

In partnership with other County departments, DCBA's Concierge serves as a single point of contact for individuals navigating the complex process of opening a business in the unincorporated areas of the County. In order to do this, the Concierge has compiled a list of County departments that prospective business owners may have to work with in order to open their businesses. In addition, the Concierge is cultivating business relationships with contacts at each of these departments to facilitate the licensing and permitting process for Concierge clients.

DCBA has identified and reached out to eight departments that are relevant to small business owners. These departments include: Regional Planning; Registrar Recorder/County Clerk; Public Works; Fire; Public Health; Agricultural Weights and Measures; Treasurer and Tax Collector; and Animal Care. DCBA then developed an internal reference resource that identifies each of these departments, a contact for each, and what services those departments provide. Please see attached "Appendix A."

2. Identify the process by which the Small Business Concierge will work with these departments in order to provide current and prospective small business owners with a centralized and expeditious experience as they attempt to get the various approvals they need from the County.

The Concierge receives various requests from entrepreneurs that are interested in starting a business in the County. Your Board envisioned that the Concierge serve as a "one stop" shop for residents when they need help in opening and growing their small businesses. To do this, the Concierge program serves as a liaison between prospective entrepreneurs and the various County departments and other local, State and Federal agencies that business owners may need to work with in order to open their businesses.

The initial step to this process, namely, making contacts at each of the pertinent County departments, has been completed. In order to effectively service Concierge clients,

DCBA, through the Concierge, will partner with these County departments to outreach and educate the small business community on the services available to them from the County. DCBA will also facilitate communication between Concierge clients and these departments to facilitate the licensing and permitting process.

The following outlines the process by which the Concierge works with other County departments to provide excellent customer service to Concierge clients:

Disseminate Information

A crucial and value added benefit that the Concierge provides is working collaboratively with other departments to disseminate information to burgeoning entrepreneurs. By partnering with other County departments, the Concierge is in a unique position to act as a central clearinghouse of information and resources that potential business owners need. By developing points of contact in each department responsible for some aspect of the business approval process, the Concierge provides current information in a centralized and efficient manner. If needed, the Concierge is able to make a call directly to a County employee with expertise in the processes of their department and together they can assess the needs of the business, develop a plan of action for the business and then present that information to the Concierge client.

Licenses and Permits

When a potential small business owner contacts the Concierge early on in the process of developing their business idea, they often do not have a clear idea of where to start. The Concierge assists the client with determining which County department(s) that they must obtain approval from to start, open or grow their business. The Concierge will advise the client of the necessary steps, and refer them to the appropriate departments to start the permitting/licensing process. While the owner navigates this process, the Concierge serves as a liaison between the owner and the department points-of-contact in order to monitor their progress and ensure that the process goes smoothly.

Occasionally, small businesses unfamiliar with the process of obtaining a license or permit from a County department will need assistance with navigating and successfully completing the process. The Concierge receives these cases either by direct inquiry or request for assistance from the client, or as a Board referral. Once such an inquiry is received, the Concierge evaluates the situation and obtains information pertinent to aid in the facilitation of the licensing and permitting process. The Concierge then reaches out to the point of contact in the appropriate department to assess the next steps necessary to obtain the permit or license and works with those contacts to expedite process.

3. A comprehensive marketing strategy to inform the small business community of Los Angeles County of the existence of the Small Business Concierge and the services that the Concierge offers.

DCBA marketed and launched the Concierge service in February 2015. From February through June, DCBA appointed an acting Concierge that developed marketing materials, resource brochures for Concierge clients and created the scope and job duties for the position. In June, DCBA finalized the search and placed a candidate in the concierge position. With the addition of the permanent full time position, DCBA has expanded its marketing and outreach of the service. DCBA is marketing the Concierge through networking, outreach events, increased social media presence, and by partnering with other community and governmental organizations.

DCBA has a dedicated Community Education and Outreach unit which is tasked with producing educational materials and distributing this information to Los Angeles County consumers and small businesses at community events and workshops. DCBA has leveraged this unit to include marketing the Concierge service. The comprehensive marketing strategy includes a three phased process, as outlined below.

Phase One

Partnerships

Where feasible, DCBA's Concierge partners with other local, State, and Federal agencies, along with business associations and community based organizations, to share information and network. Additionally, DCBA is working to establish partnerships with business development organizations including: Small Business Development Centers; Colleges; Local Chambers of Commerce; and Los Angeles City BusinessSource Centers; as well as others. These unique partnerships can be leveraged to educate businesses and disseminate information about the services available through the Concierge program. By engaging these organizations, DCBA will develop partnerships that will identify opportunities for outreach and networking, as well as, increase its success in marketing to potential small business owners. This will also establish an effective referral system.

The Concierge has already successfully partnered with Los Angeles City's Office of Economic Development and participates in "How to Start a Business" workshops in the City of Los Angeles. The partnership is mutually beneficial since many entrepreneurs that attend the City's workshops also have questions about County processes that apply to all businesses within the County, such as registering "DBAs" with the County Registrar/Recorder. Additionally, the Los Angeles City Office of Economic Development includes DCBA's Concierge on their marketing materials and social media campaigns.

Tip Sheet

DCBA has created a tip sheet which is a tri-fold pamphlet that outlines the purpose of the Concierge service. As a marketing tool, it serves as a quick informational resource for potential Concierge clients that describes how the Concierge service can help them, the

areas of counseling that the Concierge provides, and a list of the major steps involved in starting a small business.

The tip sheet is being used at outreach and networking events. The tip sheet is currently published in English and DCBA plans to publish and distribute the document in multiple languages. The tip sheet is also provided in bulk to partner agencies and organizations for them to distribute to potential Concierge clients.

Social Media, Website, LACounty.gov

DCBA created a handout/fact sheet that will be uploaded to the Department's website and shared on social media. Additionally, news articles will be drafted with information pertinent to entrepreneurs looking to open their businesses in the unincorporated areas of the County; these informational articles will be posted and distributed on social media platforms.

Phase Two

Phase two of the marketing plan will seek the assistance of your offices to expand the reach of DCBA's marketing efforts. In this phase, DCBA's Director will connect the Outreach unit with the Communications Deputies at the Board Offices in order to leverage the resources available to the Board. The goal is to have information about the Concierge service be shared through the Supervisors' constituent newsletters and/or on their websites.

Additionally, DCBA will assign a dedicated Public Information Assistant to the role of creating, implementing and monitoring the Concierge service marketing.

Phase Three

In phase three, DCBA will engage outside news media resources to pitch the program as a news story with local news networks such as CBS 2 and NBC 4. These stories will include Concierge client success stories.

Finally, DCBA will develop a two minute video about the Concierge service that can be shared across multiple platforms including website, social media, and Channel 36.

4. An internal small business reference document that could be consistently used by all County departments, containing information such as specific services provided to business owners, contact information, and a flowchart on the typical steps required to start and operate a small business in Los Angeles County.

DCBA has developed a draft reference resource that will be provided to County departments as a quick reference guide. Please see "Appendix A" and "Appendix B"

attached hereto.

5. An update on:

a. The transfer of the Office of Small Business and the Small Business Commission to the Department of Consumer and Business Affairs.

As discussed in our September 17, 2015 report to your Board, DCBA has fully integrated all of the personnel functions of OSB into DCBA. The complete transfer of duties, employee onboarding, and updating of public-facing outreach materials were all completed at the end of February. Currently, DCBA is working on securing new signage with the new Department name and completing the integration of the OSB and DCBA websites.

Below is a summary of the pending small business projects DCBA is working on.

Streamlining distribution of Prompt Pay Stamp and materials

DCBA is working on a customer service initiative to update the way the Prompt Pay stamp process works. This Board policy establishes a fifteen (15) day payment goal for certified Local Small Business Enterprises contracting with the County. Currently, in order to obtain the Prompt Pay stamp, a small business must travel to SBS's office in East Los Angeles. This process is being revised so that the stamp can be mailed directly to the small business, thereby, streamlining the process and improving the experience for the small businesses.

Local Small Business Enterprises Compliance Reviews

DCBA is the certifying agency for Local Small Business Enterprises (LSBE). However, it appears that departments are responsible for imposing sanctions for any contractors that are deemed to be non-responsible. A "non-responsible" entity includes businesses misrepresenting their principal place of business with the purpose of gaining LSBE certification in an effort to win contracts. Upon initial assessment, it appears that there has been no procedure in place to conduct Compliance reviews to ensure that businesses are, in fact, complying with the requirements to qualify as an LSBE. As such, DCBA is in the process of assessing the functionality of the current system as well as determining whether there are other options available to ensure compliance. As part of this assessment, DCBA has implemented a process for compliance reviews to confirm an LSBE's principal place of business. Additionally, DCBA is looking into whether this is a process that can be centralized and whether it is beneficial to develop and promulgate streamlined guidelines for all departments to adhere to, with DCBA serving as a central point of contact and resource for the departments.

Outreach

DCBA is collaborating with Library and Community and Senior Services (CSS) to develop an ongoing small business workshop series. Additionally, DCBA has the upcoming workshops scheduled:

- October 23, 2015 – Getting on the GSA schedule
- November 6, 2015 – Proposal Writing and Production Workshop
- December 18, 2015 – Getting Started with Government Contracting: Registrations and Certifications

Small Business Commission

At the same time that your Board approved the transfer of OSB to DCBA, your Board also approved the transfer of the Small Business Commission (SBC) from Internal Services Department (ISD) to DCBA. DCBA has made significant strides in integrating SBC into the Department.

Sub-committees

The SBC has formalized its standing subcommittees. These include: Executive Subcommittee; Outreach Subcommittee; Economic Development Subcommittee; and Procurement Subcommittee. These subcommittees have each met at least once this fiscal year and are working to refine and finalize their missions and goals, as outlined below:

- **Executive Subcommittee Purpose:** “Oversees the direction and activities of the Small Business Commission”
- **Outreach Subcommittee Purpose:** “The County of Los Angeles Small Business Commission Outreach Subcommittee’s primary purpose is to raise the awareness of the Department of Consumer and Business Affairs as a resource to small businesses. Additionally, the Outreach Subcommittee will promote the work of the Department and the Commission by engaging and connecting with small businesses and business associations.”
- **Economic Development Subcommittee Purpose:** “Advises the Small Business Commission on programs addressing financial and growth opportunities applicable to small businesses.
- **Procurement Subcommittee Purpose:** “Advises the Commission on strategies for increasing bid opportunities for small businesses”
- **Reciprocity Subcommittee Purpose (*ad hoc*):**
 - Develop, recommend, and assess strategies to gain reciprocity agreements with appropriate government agencies

- Help government agencies understand the benefits of certification reciprocity
- Reduce administrative costs for small business and the County

Proposed Administrative Manual

In addition to the above, DCBA has developed an Administrative Manual for SBC which provides an overview of the responsibilities of the Commissioners. The goal of the manual is to provide self-governance information, and insight into the culture and business of Los Angeles County and DCBA. The manual has been preliminarily approved by the SBC Executive Subcommittee and has been agendaized for the next Commission meeting for adoption.

b. The establishment of the Small Business Concierge, and the progress made toward the Small Business Concierge becoming a true “one-stop shop” for small business owners who need to interact with various County departments.

As discussed in our September 17, 2015 report back to your Board, DCBA has fully implemented the Small Business Concierge Service. DCBA has been developing and integrating the provision of concierge services into our service offerings since February. In that respect, DCBA has developed the scope of services that are being provided, created a marketing plan for the service, and filled the position with a full time employee. Below is an update on some of the major projects the Concierge is currently working on.

Concierge Metrics and Monitoring

DCBA is working with the Internal Services Department (ISD) to develop a system for tracking metrics. The system will be integrated into DCBA's currently existing database system, which was jointly developed by DCBA and ISD. This system allows for easy report preparation and monitoring of the program. In addition to tracking the number and type of the businesses serviced by the program, the tracking system will compile data that will aid in the tracking of the progress of Concierge clients from conception of their business to opening and beyond. The DCBA anticipates that the Concierge service will be fully integrated into the system by the beginning of January 2016.

Technological Innovations

Quality customer service is a cornerstone to the work DCBA does. As such, projects that focus on improving the delivery of services to DCBA consumers and small business clients are of paramount importance. DCBA is collaborating with the Chief Information Office to explore ways to improve the access of LA County residents to information on starting a business in the unincorporated areas of the County. This “County Portal” would include a business portal which would provide pertinent information on County services and programs for prospective business owners.

Small Business Workshop Series

DCBA is partnering with Library and CSS to provide entrepreneurial educational workshops to the small business community at County Library locations. The goal would be to bring partner departments that have a role in the business licensing and permitting process to these workshops; thereby bringing the “One Stop” shop directly to potential entrepreneurs. This “How to Start a Business” workshop series will run ten months out of the year, rotating to each district, so that there will be two workshops in each district per year. The workshop series will be cross-promoted by the involved departments.

Conclusion

DCBA appreciates the opportunity to update your Board on the status of DCBA’s extended services as offered through the Small Business Services unit. Should you have further questions, please do not hesitate to contact me at (213) 974-9750.

c: Executive Office, Board of Supervisors
 Chief Executive Office

Appendix A

Department	Department Role	Role Description
Regional Planning	New Building or Land Use	Determines whether building or land is zoned appropriately for type of business
	Expansion of Building or Land use	Must approve expansion before Building and Safety will issue building permits
	Tenant Improvements	When improvements do not change existing or previous use of building, Building and Safety refers to Regional Planning for approval
	Business Licenses	Zoning Clearance before business license issued by TTC
Registrar Recorder/ County Clerk	Fictitious Business Name/DBA	Approves and issues fictitious business names
Public Works	Construction	Reviews development plans, issues permits and licenses, and inspects construction projects
Fire	Fire Code permits	Reviews business activities and material to determine whether permit needed
	New construction or significant remodels	Land Development unit reviews construction plans to determine impact
	Change in occupancy	Reviews plans for approval
Public Health	Licenses	Issues licenses to businesses that may impact public health. Also conducts regular compliance investigations
Agricultural Commissioner/ Weights and Measures	Regulatory entity	Enforces laws and regulations to protect the public in areas delineated by law
Treasurer Tax Collector	Business licenses	Issues business licenses to certain businesses
Animal Care and Control	Animal related business licenses	Issues facility license permits

Appendix B

Regional Planning

New Building or Land Use

Business that need to construct new building or establish a new land use (e.g. car sales lot) on a property in the unincorporated areas, the business will need to obtain Regional Planning's approval as a first step. Building and Safety will not issue building permits until such approval is obtained.

If the business is allowed in the zone "by right," Regional Planning will require a Site Plan Review. The purpose of this review is to ensure compliance with development standards, such as parking requirements, height requirements, landscaping requirements, signage requirements, etc. If the proposed business meets the development standards, Regional Planning must approve the Site Plan Review. This is considered a "ministerial" permit that does not require a public hearing or environmental review.

Some businesses can only be allowed in the zone with a Conditional Use Permit. This is considered a "discretionary" permit that requires a public hearing and environmental review. This review considers compliance with development standards, much like a Site Plan Review, but also considers neighborhood compatibility. Conditions such as additional landscaping or limited hours of operation may be imposed to address neighborhood compatibility issues. A Conditional Use Permit can be denied if the required findings related to neighborhood compatibility are not met.

A Conditional Use Permit is always required for new businesses that wish to sell alcohol. So, for example, even if a supermarket or restaurant was approved through a Site Plan Review, Regional Planning will require a Conditional Use Permit if the business wishes to sell alcohol for on-site or off-site consumption.

If a business is not allowed in the zone at all, Regional Planning will require a Zone Change. This is also considered a discretionary permit that requires a public hearing and environmental review. This review is similar to that for a Conditional Use Permit but it must also be considered by the Board of Supervisors as a final step because a Zone Change is considered to be a legislative action. A Zone Change can be denied if the required findings related to neighborhood compatibility are not met. In many cases, a Zone Change must be accompanied by a General Plan Amendment because zoning must be consistent with the General Plan. For example, a commercial zone cannot exist in an area that the General Plan designates for residential use.

The cost and length of processing time increases as one moves from Site Plan Review to Conditional Use Permit to Zone Change. There are many variables depending on the type of business, the zone, the physical site, and the surrounding community.

Expansion of Building or Land Use

If a business needs to construct an addition to an existing building or expand an existing land use on a property in the unincorporated areas, the business will need to obtain our approval as a first step. Building and Safety will not issue building permits until our approval is obtained.

The process for expansion generally tracks the processes outlined above. If the business is allowed in the zone “by right,” we will require a Site Plan Review. If the business requires a Conditional Use Permit, we will need to check if the expansion fits within the scope of the original permit. If it does not, we will require a modification to the original permit (which is a discretionary review) or a new permit.

Tenant Improvements

If a business needs to construct tenant improvements in the unincorporated areas, the business generally contacts Building and Safety first. If the tenant improvements do not change the existing or previous use (e.g. a new retail business opening in a spot previously occupied by a retail business), Building and Safety generally will not refer the business to us for approval and will issue the permit. However, any exterior changes, such as signage changes or parking lot changes, would generally be referred to us for approval. Generally these exterior changes would be handled through a Site Plan Review. If the tenant improvements change the existing or previous use (e.g. a new restaurant opening in a spot previously occupied by a retail business), Building and Safety will refer the business to us and we will need to issue an approval before Building and Safety issues its permit.

Business Licenses

If a business in the unincorporated areas needs a business license from the Treasurer and Tax Collector, they will refer the business to Regional Planning for a zoning clearance before issuing the business license. If the business is consistent with a previous approval, Regional Planning will approve the zoning clearance. However, if the business is not consistent with a previous approval, Regional Planning require the appropriate permit (e.g. Site Plan Review or Conditional Use Permit) before approval of the zoning clearance. In some cases, Regional Planning may also ask a zoning enforcement inspector to check the site to ensure that the business is operating in compliance with the previous approval.

Registrar Recorder/County Clerk

Fictitious Business Name/DBA

To begin, a resident would need to conduct a name availability search online using the Los Angeles County Registrar website. This preliminary check confirms that the fictitious business name is distinguishable from other fictitious business names registered with the Los Angeles County Registrar.

Next, resident will need to print an application for fictitious business name statement from the Los Angeles County Registrar website. Call 562-462-2177 to have an application for fictitious business name statement sent by mail. Pick up a fictitious business name application in person at the Los Angeles County LAX district office.

In order to complete the application for fictitious business name statement. Provide the fictitious name and location of the business. The resident would need to state each owner's name, address and state of incorporation if the business is incorporated. Indicate the structure of the business and sign the fictitious business name statement. Then, file the fictitious name statement with the Registrar Recorder's office.

A resident would then publish the fictitious business name statement in a newspaper that operates in Los Angeles County. Examples of acceptable newspapers include the Alhambra Post-Advocate, The Argonaut, The Los Angeles Sentinel and the Los Angeles Times. The publication must appear in an acceptable newspaper within 30 days of filing the fictitious business name statement application with the Los Angeles County Registrar. Publish the statement for four consecutive weeks.

Public Works

Role in Approval Process

Public Works' reviews development plans, issues permits and inspects construction projects. This can include construction on private property (building, plumbing, mechanical, electrical, industrial waste, underground tanks, etc) and construction in the public right of way (street, storm drain, sewer, utilities, etc.). As part of issuing those permits, clearances from other agencies are required.

Fire Department

Permits

The Fire Department, in conjunction with Regional Planning, issues a number of permits through the Fire Code. These permits constitute permission to maintain, store, use or handle materials or to conduct processes which produce such conditions, which are or may be potentially hazardous to life or property, or to install equipment used in connection with such activities. Occupancies, activities, materials and processes requiring a permit are listed in the Section 105 of the Los Angeles County Fire Code. Examples of businesses that require such permits are fireworks shows and displays, and fireworks stands.

Before a permit is issued, an inspection to approve the receptacles, vehicles, buildings, devices, premises, storage spaces or areas to be used shall be conducted. Furthermore, enforcement fire codes is also handled by the Fire Department.

Plan Checks

New construction or significant remodeling projects require a Fire Plan review and approval. The Land Development Unit of the Fire Prevention Division is responsible for the review of tract maps, parcel maps, planned unit developments, conditional use permits, design overlay reviews, environmental impact reviews, zone changes and water plan reviews.

Additionally, the Fire Prevention Engineering section reviews all plans for new contraction, additions, alterations, relocated structure and existing buildings that have a change in occupancy classification for those occupancies.

Business Licenses

The Fire Department also provides licenses for certain types of businesses.

Public Health

Permits and Inspections

Certain businesses require a Public Health Permit/License. Public Health's role in the permitting process consists of reviewing and approving plans, conducting field visits for compliance with applicable codes, and issuing a permit or license if compliance is met. Once a permit or license is issued to the business Public Health Conducts regular inspections to_ensure continued compliance. Public Health Permits/Licenses are renewed annually.

Type of Business	Plan Approval Required	Program Contact	Phone
Restaurant	Yes	Plan Check Program	(626) 430-5560
• New	For new construction	Plan Check Program	(626) 430-5560
• Existing	For remodel or change of operation	Plan Check Program	(626) 430-5560
Food Market Retail	Yes	Plan Check Program	(626) 430-5560
• New	For new construction	Plan Check Program	(626) 430-5560
• Existing	For remodel or change of operation	Plan Check Program	(626) 430-5560
Cottage Food Operator (CFO):	No		

• Class A CFO	Must register with Public Health	Plan Check Program	(626) 430-5560
• Class B CFO	Must register + home kitchen inspection	Specialized Food Services Program	(626) 430-5400
Caterer	Yes	Specialized Food Services Program	(626) 430-5400
Soft Serve Operation	No	Specialized Food Services Program	(626) 430-5400
Motion Picture Catering	Yes	Specialized Food Services Program	(626) 430-5400
Food Demonstrator	No	Specialized Food Services Program	(626) 430-5400
Vending Machines	No	Specialized Food Services Program	(626) 430-5400
Shared Food Facilities	Yes	Specialized Food Services Program	(626) 430-5400
Certified Farmer's Markets	No	Specialized Food Services Program	(626) 430-5400
Produce Markets	Yes	Whole Sale Food and Safety Program	(626) 430-5400
Wholesale Processing	Yes	Whole Sale Food and Safety Program	(626) 430-5400
Food Warehouses	Yes	Whole Sale Food and Safety Program	(626) 430-5400
Body Art Parlor	Yes	Garment Inspections/Body Art Program	(626) 430-5570
Body Art Technician	No; Artist must register with Public Health	Garment Inspections/Body Art Program	(626) 430-5570
Mobile Food Facilities:		Vehicle Inspection Program	(626) 430-5500
• Catering Trucks	Yes	Vehicle Inspection Program	(626) 430-5500
• Mobile Food Cart	Yes	Vehicle Inspection Program	(626) 430-5500
• Produce & Delivery Trucks	No	Vehicle Inspection Program	(626) 430-5500

• Prepack Food Carts	No	Vehicle Inspection Program	(626) 430-5500
• Commissaries	Yes	Vehicle Inspection Program	(626) 430-5500
Garment Manufacturer	No	Garment Inspections/Body Art Program	(626) 430-5570
Commercial laundry	No	Garment Inspections/Body Art Program	(626) 430-5570
Wiping rag establishments	No	Garment Inspections/Body Art Program	(626) 430-5570
Community Food Producer	No, must register with Public Health	Specialized Food Services Program	(626) 430-5400
Waste Collection Facility	No	Solid Waste Management	(626) 430-5540
Waste Haulers (garbage trucks)	No	Solid Waste Management	(626) 430-5540
X-Ray Machine	Yes	Radiation Management Program	(213) 351-7897
Use of Radioactive Materials	Yes	Radiation Management Program	(213) 351-7897
Public Pools/spa - installation	Yes	Recreational Waters Program	(626) 430-5360
Swimming Pool Technician	No, must pass Public Health exam to service public pools	Recreational Waters Program	(626) 430-5360
Hotels, Motels, Boarding Homes and food operations within	Yes, if includes a new kitchen	Housing and Institutions	(626) 430-5590
Animal Keeper	No	Vector Management Program	(626) 430-5450
Private school cafeterias and private boarding schools	Yes	Housing and Institutions	(626) 430-5590
Self-service laundry	No	Districts Surveillance and Enforcement	(626) 430-5200
Community Events	No	Districts Surveillance and Enforcement	(626) 430-5200

Small Water Systems	Yes	Drinking Water Program	(626) 430-5420
Water well drill/installation	Yes	Drinking Water Program	(626) 430-5420
Businesses using recycled or other alternate water	Yes	Cross Connections Program	(626) 430-5290
Plumbers testing, installing or repairing Backflow Prevention Devices	No, plumber must pass a practical exam with Public Health	Cross Connections Program	(626) 430-5290
Sewage Pumping Vehicle Companies	No	Land Use Program	(626) 430-5380
Chemical Toilet Rental Companies	No	Land Use Program	(626) 430-5380
Businesses located in Rural Areas	Yes, approve adequate source of potable water	Land Use Program	(626) 430-5380

Agricultural Commissioner/ Weights and Measures

Regulation

Agricultural Commissioner/ Weights and Measures (ACWM) regulates all petroleum fuel meters, utility submeters, odometers, taximeters, LPG meters, and all grocery, butcher, jewelry, postal, vehicle, luggage, and shipping scales. Weights and Measures also tests devices and orders the removal of inaccurate devices from service until repaired and recalibrated.

The Agricultural Pesticide Regulation Division enforces laws and regulations to protect the public, pesticide applicators, farm workers, crops, and the environment from improper or unsafe uses of pesticides. Regulated applicators include: licensed agricultural pest control operators, farmers, nursery specialists, maintenance gardeners, school maintenance staff and government employees. We also compile and publish annual crop and livestock statistics.

The Structural Pesticide Regulation Division enforces laws and regulations regarding pesticide use by hundreds of pest control companies operating within the county. We inspect thousands of termite fumigations and general pesticide applications. Worker & equipment safety inspections are conducted annually.

Registration

Commercial growers of agricultural commodities (fruits, vegetables, honey, nuts, nursery stock, livestock) must register with ACWM. Only Certified Producers growing in California can sell at a Certified Farmers Market, and such certification is provided by their County Agricultural Commissioner. Commercial beekeepers must also register with ACWM.

Also, as far as Weights and Measures, weighing and measuring devices and electronic price scanners used in commercial transactions must be registered with ACWM.

Regarding Pest Control Operators, commercial pesticide applicators, including professional gardeners who apply pesticides as part of their services, must be registered with ACWM.

Treasurer and Tax Collector

Business Licenses

The Treasurer and Tax collector is responsible for the administration and issuance of business licenses in the County of Los Angeles. The following business types are required to obtain a business license.

- Acupressure Establishment Locksmith Itinerant
- Acupressurist Lumberyard
- Ambulance Operator Restaurant/Club Manager
- Ambulance Vehicle Massage Parlor
- Ambulette Attendant Massage Technician
- Ambulette Driver Mechanical Rides
- Ambulette Operator Model Studio
- Ambulette Vehicle Medical Marijuana Dispensary
- Apartment House Motor Vehicle Body and Fender
- Billiard Room Motor Vehicle Licensed Repair
- Bingo Manager Motor Vehicle Painting
- Bingo Operator Motor Vehicle Rental
- Bingo Supplier Motor Vehicle Repair
- Boarding House Motorcycle Contest
- Body Art Establishment Off-Road Vehicles
- Body Art/Piercing/Tattoo Oil Tool Exchange
- Body Art Technician Outdoor Festival
- Bookstore Pawnbroker
- Bottle Works Peddler, Commercial Motor Vehicle
- Bottlewashing Peddler, Special Events
- Bowling Alley Picnic Park
- Card and Game Club Picture Arcade
- Carnival Plant Nursery
- Carnival Game Booth Pony Ride
- Charitable Institution Poultry Dealer
- Circus or Traveling Show Private School
- Close Out Sale Promoter
- Coin-Operated Game Public Eating
- Coin-Operated Phonograph Rebound Tumbling

- Cold Storage Warehouse Rendering Plant
- Dance Rifle Range
- Demonstrator Rodeo
- Entertainment Salvage Collector
- Escort Bureau Salvage Dealer
- Exhibition Sawmill
- Explosives Secondhand Dealer Charity
- Fertilizer Plant Secondhand Dealer Regular
- Filling Station Sex-Oriented Business
- Food Establishment Shooting Gallery
- Foundry Skating Rink
- Funeral Escort Driver Solicitor
- Funeral Escort Service Sound/Advertising Truck
- Game Arcade Swimming Pool, Public
- Gas and Oil Tanker Taxi Dance Hall
- Gun Dealer Taxi Dance Instructor
- Hay, Grain, Feed Dealer Taxicab Driver
- Health Spa Taxicab Operator
- Hog Ranch Taxicab Vehicle
- Horsemeat, Uncooked Theater
- Hotel/Motel Tow Truck
- Identification Card Trade-In Dealer
- Launderette Vacation Certificate
- Live Poultry Dealer Valet Parking Service
- Livery Stable Water Taxi Operator
- Locksmith Weed Eradicator

Animal Care and Control

The Department of Animal Care and Control issues permits for the following types of Animal Facilities:

- Pet Shops
- Boarding Facilities (Dog/Cat)
- Grooming Parlors
- Animal Menageries
- Wild Animal Exhibition Permits

The application process requires pre-approval from Regional Planning/Zoning and Building and Safety; this is applicable to unincorporated areas. For business located within contract cities

jurisdictions, the applicant will need pre-approval from applicable local city government and code enforcements.

Once the zoning issues are approved by other county or city departments, DACC will accept the application and applicable fees.

After the application is processed, DACC will schedule an inspection of the premises and if all requirements are met the Facility License Permit is issued. In addition, to the official license the department issues a letter grade similar to the one issued by the Health Department.

The Facility License permits will need to be renewed in yearly basis and subject to annual inspections.

Starting a Business in Unincorporated Los Angeles County

Small Business Services: Small Business Concierge

The Small Business Concierge is a free service offered by the Los Angeles County Department of Consumer and Business Affairs that assists entrepreneurs to successfully open small businesses in the unincorporated areas of the County. When a prospective business owner contacts you...



Start by asking a few basic questions.

Where will your business be located? Is the area zoned properly for your type of business?

- If the client is unsure they can verify the location at <http://planning.lacounty.gov/znet>

What's the difference between an "incorporated" city and "unincorporated" Los Angeles County?



"Incorporated" areas are within the city limits, receive the full set of city services, and fall under the laws and regulations of the city council and government. "Unincorporated" areas are outside the city limits, and actually fall under the laws and regulations of Los Angeles County

If located in an "incorporated" city, ask the client to consult their city business development center or local chambers of commerce for city zoning laws.

If located in an "unincorporated" area, direct them to the LA County Regional Planning website at <http://planning.lacounty.gov> or call (213)974-6411 to check zoning codes and to obtain an application.



(DBA) Have you named your business? Here is where you can register it. Almost all business need a DBA or fictitious business name. If they intend to name their business anything other than their own name, they must file a fictitious business name (DBA).

They can do so at the LA County Clerk/Registrar/Recorder's Office:

Website: <https://www.lavote.net/home/county-clerk>

Phone number: (562)462-2177





LOS ANGELES COUNTY
**CONSUMER &
BUSINESS AFFAIRS**

Does your business require a state or county permit of any sort that must be secured prior to getting a business license in the county of Los Angeles?

A comprehensive list of permits required by business type and location can be found at:

<http://www.calgold.ca.gov/>

Please contact the appropriate office listed below:

Wholesale and Retail Businesses

Apply for a Seller's Permit with the State Board of Equalization

(626)480-7200

Restaurants and Food Vendors

A health inspection is required if your business serves or sells any food products. Contact LA County Department of Public Health

(626)813-3360

To Sell or Serve Alcohol

A liquor license is required. Contact the California Department of Alcoholic Beverage Control

(562)982-1337

To Register a Corporation, S Corporation, Partnership or LLC

Register with the Secretary of State

(916)657-5448





Do they need a business license from Los Angeles County? The Treasurer and Tax Collector provides a list of businesses that require a business license from the County.

Website:

<https://ttc.lacounty.gov>

Phone number:

(213)974-2011

Tax I.D. Number

Do I use my Social Security Number or am I required to get a Federal I.D. number?

The sole owner of a business without employees can use the owner's social security number. A partnership, corporation, or a sole proprietorship with employees requires a Federal Tax I.D. number.

Other Los Angeles Departments that issue permits or provide services:

Public Health

(888)700-9995

Fire Department

(323)881-2411

Public Works

(626)458-5100



Please direct all inquiries to the Department of Consumer and Business Affairs Small Business Concierge. Clients can call or email:

DConcierge@dcba.lacounty.gov

(844)432-4900

Or visit us online at:

dcba.lacounty.gov



Los Angeles County Small Business Programs

Small Business Counseling

Small Business Services (SBS) provides business counseling for small businesses to help navigate the LA County contracting and bidding process. To reach a counselor, contact the SBS front desk at (323) 881-5964.

Procurement Technical Assistance Center (PTAC)

With its LA County Procurement Technical Assistance Center (LA County PTAC), SBS counsels LA County businesses interested in contracting opportunities with the federal and state government, as well as other local government agencies. Businesses can attend matchmaking events, instruction workshops, and work with a business counselor in preparation to market their products and services to government agencies. To sign up for LA County PTAC services, visit lacountyptac.ecenterdirect.com, or call (323) 881-3964.

Small Business Certifications

SBS currently maintains a database of approximately 2,000 certified Local Small Business Enterprises and Community Business Enterprises. Los Angeles County also provides a Disabled Veteran Business Enterprise program. To learn more about these certifications and programs, please visit osb.lacounty.gov or call (323) 881-3964.